

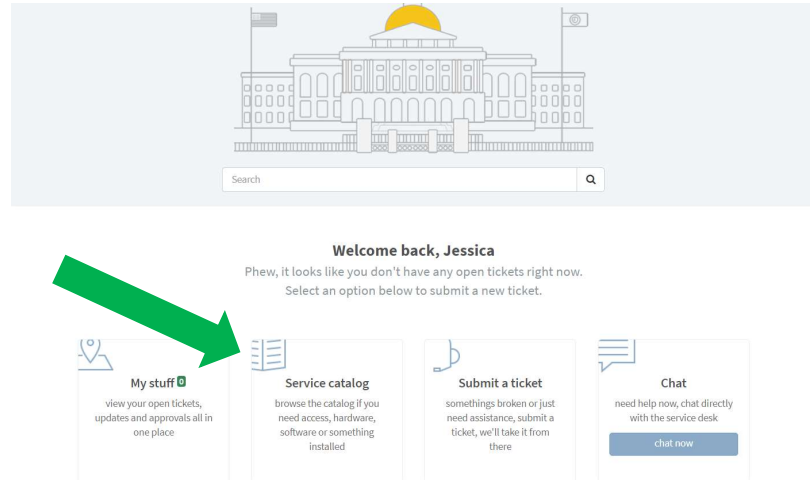


# EXECUTIVE OFFICE OF TECHNOLOGY SERVICES & SECURITY

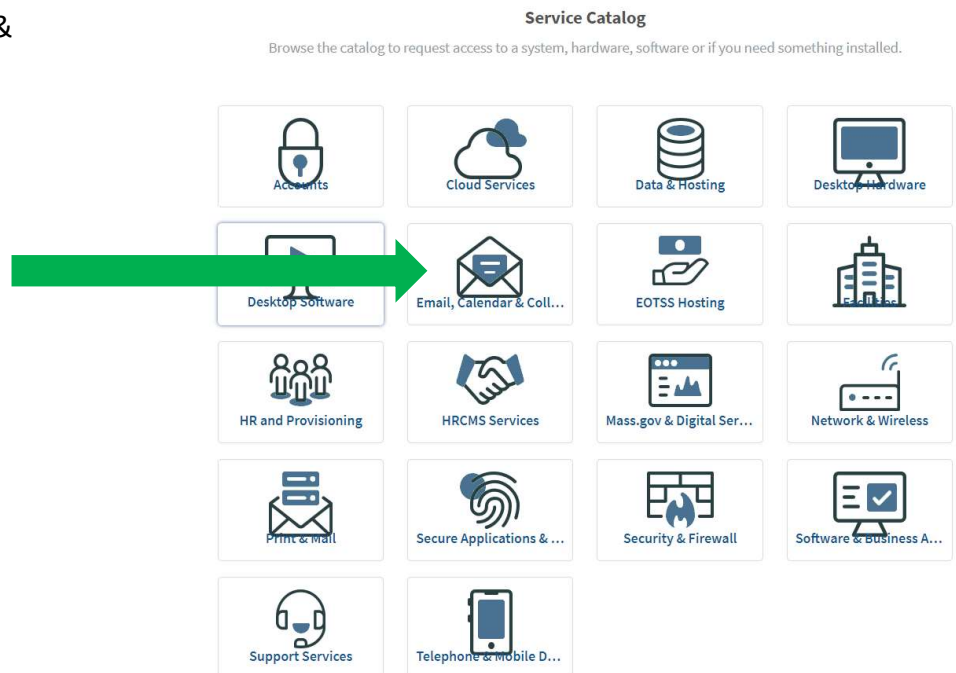
COMMONWEALTH OF MASSACHUSETTS | 1 ASHBURTON PLACE, 8TH FLOOR, BOSTON, MA 02108

## Create a team in Microsoft Teams ServiceNow Request Instructions

Step 1: Sign into ServiceNow and click  
“Service Catalog”.



Step 2: Click “Email, Calendar & Collaboration”.



Step 3: Select “Microsoft Teams Create a Team” from the list.



Mail Gateway services.

List Server ⓘ

Request for List Server services

MassMail ⓘ

Request for MassMail services.

Microsoft M365 G3 License ⓘ

Request a Microsoft M365 G3 license(s) to give end user(s) access to Microsoft M365 applications and services.

Microsoft Outlook Mailbox ⓘ

Microsoft Outlook Mailbox - Request a Microsoft Outlook Mailbox: shared mailbox, room mailbox, or equipment mailbox.

Microsoft SharePoint Site ⓘ

Microsoft SharePoint site - Request to create a Microsoft SharePoint site

Microsoft Teams Audio Conferencing ⓘ

Microsoft Teams Audio Conferencing - the hub for teamwork in Microsoft 365 enabling audio conferencing for your meetings

Microsoft Teams Create a Team ⓘ

A team is a collection of people, conversations, files and tools

Outlook Email Address ⓘ

Request a general inquiry, new or modify an individual email mailbox

Step 4: The following screen will appear.  
*Please note that you may request more than one team per Request.*



Powers, Jessica M.

EOTSS Service Catalog > Email, Calendar & Collaboration > Microsoft Teams Create a Team

⌵ 🔍

A team is a collection of people, conversations, files and tools

Microsoft Teams Create a Team

Agencies currently supported by EOTSS may request to create a team in Microsoft Teams. [Click here](#) to check if you are currently supported by EOTSS. Agencies not currently supported by EOTSS should reach out to their Agency's IT help desk. Designated Exchange Administrators should refer to our team creation [guide here](#)

Microsoft Teams is the hub for teamwork in Microsoft 365. A team is a collection of people, conversations, files and tools - all in one place. Conversations, files and notes across team channels are only visible to members of the team.

Requested By

Powers, Jessica M. (EOTSS)

ⓘ

☐ Request on behalf of

Add one or more teams to Teams

Add Remove All

Actions	Team name	Team use	Admin name 1	Admin email 1	Admin name 2	Admin email 2	Admin name 3	Admin email 3	Admin name 4	Admin email 4
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2

Step 5: Click the blue “Add” button; the below screen will appear.  
*Please note our standard team naming convention:*

3 letter MMARS code - TEAMS - name

ex.: **TSS-TEAMS-0365**

Add Row

\* Team name  
3 letter MMARS code + TEAMS + name (ex: TSS-TEAMS-0365)

\* Admin name 1

\* Admin name 2

Admin name 3

Admin name 4

Admin name 5

Admin name 6

\* Team use  
What will this team be used for?

\* Admin email 1

\* Admin email 2

Admin email 3

Admin email 4

Admin email 5

Admin email 6

Close

Add